

# **Attributes for VITA PPEA Proposals**

## **Introduction**

VITA is posting unsolicited proposals for competitive response. These proposals offer comprehensive solutions for the delivery of innovative technology and infrastructure projects through the establishment of partnerships under the provisions of the Virginia Public-Private Education Facilities and Infrastructure Act of 2002 (PPEA), as amended by the General Assembly in 2003. The focus of the PPEA is to establish a true partnership, where each partner shares its assets, strengths and capabilities, as well as the risks and rewards of the undertaking. VITA and its customer agencies are focused on making significant improvements in Commonwealth technology management that will deliver measurable business value and service to the citizens of Virginia and the customers of state government. We are considering PPEA partners to do the “heavy lifting” associated with major Commonwealth business and technology transformation. Prospective partners must possess the demonstrated capability to manage and serve the technology needs of an organization the size and scope of the Commonwealth of Virginia. Companies interested in potential partnerships should consider the following guidance when preparing PPEA proposals. It is anticipated that proposals would provide comprehensive business and process solutions that address the majority of the “major reengineering initiatives” presently under consideration. VITA remains free to select any or none of the proposals submitted.

## **Major Reengineering Initiatives**

The following are the major business and technology initiatives that the Commonwealth may consider pursuing.

- 1. State-of-the-Art Data Center(s) with Disaster Backup**
- 2. Enterprise Desktop Management**
- 3. Enterprise Messaging/E-mail System**
- 4. Enterprise Customer Care Center**
- 5. Electronic Government and Associated Business Transformation**
- 6. Comprehensive Statewide Network Services**
- 7. Enterprise Application Level Access Management (single sign on)**
- 8. End-to-end Systems and Process Management (organization, technology, process, facilities, and security)**

9. **Continuous Evaluation and Planned Implementation of Emerging Technology (planned technology refreshment)**
10. **Change Management Processes, both Organizational and Technical, that Operationalize Technology**
11. **Integrated Management of Distinct Transformation Projects and Activities (with separation of infrastructure and enterprise application initiatives, including separate cost justification)**

#### **Desirable Attributes**

1. **Management Commitment:** Proposals should demonstrate the credibility of the supplier's commitment to provide the proposed services. Proposals should define the management and organizational structure for effective ongoing conduct of the partnership with VITA, within the context of existing Commonwealth governance processes.
2. **Understanding of Commonwealth Issues:** Proposals should demonstrate the supplier's ability and willingness to: (i) propose terms that are appropriate to the environment in which VITA and its customer agencies operate; and (ii) provide maximum flexibility in terms of the services provided and the fees charged while adjusting to changes in the business requirements of the Commonwealth over the term of the agreement, and changes in technology. A Commonwealth priority is the support for community development and associated technology job growth in rural and economically depressed areas within the Commonwealth. Partnering with firms that have a strong presence in the Commonwealth, financially and numerically, is important.
3. **Impact on Employees:** Employees are our most valuable assets and the key to the success of any partnership. Proposals must take into consideration the importance of professional development, career advancement, challenging opportunities and minimize the impact on employees throughout the transformation process. .
4. **Work Approach:** VITA seeks a service level based approach that is customer and citizen-centric and clearly demonstrates the willingness to satisfy or exceed service level requirements. The quality of management, the technical approach used to assure consistently high quality service, and the willingness to advance concrete proposals on all pertinent matters, rather than deferring issues or deliverables to later stages or post-closing presentations or negotiations, must be demonstrated in the proposal.
5. **Implementation/Transition:** Commonwealth agencies would experience no loss of service or decrease in productivity throughout the transformation process. A phased project implementation plan is essential, characteristic of a self-funded model. Suppliers must demonstrate commitment to a smooth partnership exit

strategy in the event of program termination, including the provision of transition assistance.

6. **Supplier Viability:** Supplier's size, financial stability, industry track record, and capacity to provide the managerial, technical, and physical resources to deliver the proposed services over the required period must be demonstrated.
7. **Experience in Providing Comparable Services:** Supplier's specific experience and ability in providing the proposed services to entities on a scale and/or complexity comparable to the Commonwealth. Proposals should further demonstrate the professional qualifications and experience of assigned personnel including the assigned personnel's ability to perform the work as reflected by technical training and education, general experience and specific experience in providing the proposed services.
8. **Financial Considerations:** Detail the terms and fees for all proposed services, the degree of growth and inflation protection included in the baseline prices, the mechanism for adjusting pricing due to increased or decreased levels of proposed service, and transition, migration and termination considerations. Suppliers should provide an ongoing comparison of price to a theoretical Commonwealth managed effort to provide similar services (same resource costs and timelines), establishing the baseline against which the partnership will be evaluated.
9. **Corporate Policies:** Proposals must demonstrate the level, relevancy, and quality of participation by Small, Woman-owned and Minority-owned Businesses (SWAM). Proposals also should provide a corporate ethics policy and demonstrated practice of the policy.
10. **Communication Plan:** Proposals should define a Comprehensive Communications Plan to support proactive communications with all stakeholders.
11. **Asset Retention/Ownership:** A plan for, and supplier's expectations regarding, the ownership, retention, and use of assets (including intellectual property) used or developed in connection with the partnership, including from inception of such a partnership to dissolution, must be presented.
12. **PowerPoint Presentation:** Proposals should include an executive level PowerPoint presentation of the proposal.
13. **Evaluation of Competing Proposals:** Using the information from other proposals posted on the Commonwealth Web site for competition, suppliers should include a white paper analyzing and evaluating the strategy, advantages, disadvantages, value to the Commonwealth and its citizens, approach, etc. of its competitive submission, as compared to posted proposals.
14. **Representative Transactions:** All proposals should provide a documented reference library of successful (in terms of value and effectiveness)

implementations conducted by the supplier in relation to US public-private partnerships providing services to citizenry

**15. Compliance with VA Code:**

- a. Suppliers must describe, in detail, how their proposals conform to the definition of a “Technology Infrastructure Project” as presented in §56-575.1 of the *Code of Virginia* and how it serves the public purpose described in §56-575.4(C) of the *Code*.
- b. Suppliers are reminded that their proposals must conform to the provisions of § 2.2-2012 A of the *Code of Virginia* relating to the information technology accessibility standards contained in the Federal Rehabilitation Act of 1973, as amended, which will take effect July 1, 2004 as provided in House Bill 1360 of the 2004 General Assembly session.

**Further Considerations**

Suppliers should understand that: (i) VITA shall conduct the process for selecting a supplier and negotiating an agreement in such a manner as it, in its sole discretion, shall deem appropriate or desirable (including, for example, negotiating with any prospective supplier and entering into definitive agreements without prior notice to any other suppliers); (ii) any procedures relating to such a transaction may be changed at any time without notice, (iii) VITA shall have the right to reject or accept any proposal or offer, for any reason whatsoever, in its sole discretion; and (iv) suppliers shall not have any claims whatsoever against VITA or any of its respective members, affiliates, agents, or employees arising out of or relating to this request for competitive response or these procedures (other than those arising under a definitive agreement with a supplier in accordance with the terms thereof).